

2010 Integral Safety Assessment Survey Frequently Asked Questions



Richmond Refinery

Q: What is an "ISA"?

A: "ISA" stands for Integral Safety Assessment. It is a survey that will provide information about Richmond Refinery's safety culture. In other words, information about Stop Work Authority, Hazard Reporting, Risk Recognition, Fear of Discipline, and concern for profit over people.

Q: Is this required?

A: The survey will yield more accurate information with the input and partnership of our entire workforce. We encourage everyone to take part and share their opinions, but it is not required.

Q: Are my responses anonymous?

A: Your responses to this survey are completely anonymous. JMJ Associates will administer, analyze, and provide a report for Chevron. The survey information will show us where we are performing well, and where our safety culture needs improvement. Survey findings will be shared with the refinery.

Q: I'm a Contract Partner - how should I answer the questions? From my own Company's perspective, or from my experience working at Chevron Richmond Refinery?

A: Respond to questions based on what you experience at Richmond Refinery - with on-site employees and management, from your Company and from Chevron. (*Do not include experience with your Company's off-site management*).

Q: How much time will this take?

A: The on-line survey takes about 20 minutes to complete. The paper and pencil survey process will take no more than one hour.

[CLICK HERE TO COMPLETE THE SURVEY](#)